

Amendment 384 Contract No. 229944

To the Contract for the Design, Implementation, Operation and Maintenance of the Regional Fare Coordination System

This Amendment 384 to the Contract for the Design, Implementation, Operation and Maintenance of the Regional Fare Coordination System is entered into this 30th day of August, 2016, by and between Vix Technology (USA) Inc (formerly known as ERG Transit Systems (USA) Inc), a California corporation and wholly owned subsidiary of Vix Mobility Pty Ltd, an Australian corporation, (hereinafter referred to as the "Contractor") and each of the following seven public transportation agencies (hereinafter referred to individually as an "Agency" or collectively as the "Agencies"):

1. Central Puget Sound Regional Transit Authority ("Sound Transit")
2. King County ("King County")
3. Kitsap County Public Transportation Benefit Area ("Kitsap Transit")
4. Pierce County Public Transportation Benefit Area ("Pierce Transit")
5. Snohomish County Public Transportation Benefit Area ("Community Transit")
6. City of Everett ("Everett")
7. State of Washington, acting through the Washington State Department of Transportation, Washington State Ferries Division ("WSF")

Recitals

- A. Effective April 29, 2003, each of the Agencies and the Contractor entered into Contract #229944 ("Contract") to implement a Regional Fare Coordination System ("RFC System") to establish a common fare system utilizing smart card technology. The Contractor is responsible for the development, implementation, operation and maintenance of the RFC System as specified in the Contract.
- B. The Agencies and the Contractor desire to amend Section VI of Exhibit 9, Price Schedule Special Programs, to compensate the Contractor to complete multiple updates to the Business Account Website (BAW) and Cardholder Account Website (CHW). This work is performed per PA-ROF *BAW Updates (CR-11929)* v7.0 as approved by the Agencies on August 23, 2016
- C. The Parties agree that the Work necessary to modify the ORCA system as directed will be performed and compensated as described below.

D. The Agencies and the Contractor acknowledge the following dependencies

(a) The reduced solution price for *PA-ROF Online Business Choice Agreement Update (RFI 724 ORCA) (Amendment 381)* is dependent on the Agencies completing *PA-ROF BAW Updates (CR-11929) (Amendment 384)* at the same time.

Agreement

Section 1.0 Description of Work

The Contractor will perform all necessary work to design, develop, test and implement multiple updates to the BAW and CHW.

Business Accounts Website

1.1 The Card Account Details page Products on Card section will be updated to show a 'Status' column (i.e. Active, Blocked).

1.2 The Card Account Details page will show the following product details for cards that are replaced/transferred under Products on Card (note, currently RFI 725 states that the Transfer functionality will not be available for cards with products):-

(a) Status = N/A

(b) Remaining Value = Transferred

This will apply to both Business Account and Lead Agent users.

1.3 The Card Account Details page will show the following product details for cards that are blocked (but not replaced/transferred, other fields will not be updated):-

(a) Status = N/A

This will apply to both Business Account and Lead Agent users.

1.4 The Card Account Details page will be updated to show the following for Business Accounts products (including Passport products and the Commercial Account product) that are not permitted for use (i.e. for a Passport product on a card but cannot be used by the whitelist, as what happens if the Agreement is renewed without Passport as an option, or if the Business Account is terminated or suspended, or if the group that the card belongs to is suspended):-

(a) Status = Inactive

(b) Remaining Value = Unavailable

This will apply to both Business Account and Lead Agent users.

1.5 The Order History page will be updated to include a Work Order Expiration Date column.

1.6 The Order History page will be updated to show e-Purse reactivations that are redeemed, whether it was redeemed (Y/N) and the date when it was redeemed. The date redeemed will be when the actionlist is redeemed.

1.7 The Order History page will be updated to show the order number associated with each entry. This will be a hyperlink that directs to the order details.

1.8 The Order History page will be updated to enable sorting on the table.

1.9 The Order History page will be updated to enable filtering on the following fields:-

(a) Date Created (to and from in mm/dd/yyyy)

(b) Expiration Date (to and from in mm/dd/yyyy)

(c) Redeemed (Y/N)

(d) Date Redeemed (to and from in mm/dd/yyyy)

(e) Product (dropdown of all products, not just those currently available for ordering by that Agreement)

1.10 The default page header that shows the Business Name and Lead Agent Name will be updated to also include the Business ID prior to the Business Name on all pages that currently display this header.

1.11 The Business Program Passport Product Details page will be updated to show default page header as specified in 1.9, and total for apportionment (this will apply to the Flat Rate and Per Trip Fixed values and not Ridership and only for the Regional Bus and Train and Regional Business Passport programs).

1.12 The Agreement Welcome page will be updated to show the Payment terms and Payment Method.

1.13 Order management will be updated so that orders that are currently in Ready for Payment can be unconfirmed.

1.14 Functionality will be introduced to hide cancelled orders that are greater than 45 days old (from creation) from the Orders page. An option will be added to the Agreement Summary Contact Information page that will enable the toggling of this function. It will be enabled by default for all Agreements, both existing Agreements and any new Agreements.

1.15 Choice Agreements with no order activity for two years will be set to Suspended by the system. No end date for the suspension will be set and the preset reason will be 'System – Inactivity'. No order activity means no new card order product orders; all other activity (including state updates to pre-existing orders) will not be considered as activity.

1.16 The Business Account Contact 1 field will have the text "Sole Email Recipient" added below the header and will have an information icon.

As a security precaution, password resets requested for this business account will be emailed only to this contact.

1.17 The BAW will prohibit the replacement of cards where there are pending Business Account product orders for that card. An error will be invoked stating this if a replacement is attempted on the BAW. Agencies to provide text.

1.18 The BAW Orders page will be updated to allow filtering on the following fields:-

- (a) Order Status
- (b) Date Created (to and from in mm/dd/yyyy)
- (c) Order Item

1.19 By default, the filter will not apply when the page is invoked. The filter will not persist between page transitions.

1.20 An Export button will be added to the Orders page that will export the current returned orders list in a CSV file. The following fields will be exported:-

- (a) Business Account ID
- (b) Business Account Name
- (c) Order Number
- (d) Order Description
- (e) Order Status
- (f) Date Created
- (g) Order Item
- (h) Order Amount

1.21 This functionality will be available to Agreement users and Lead Agents will be able to export the order list only from Agreements that they are the Lead Agency or a Participating Agency to.

Cardholder Website

1.22 The Card Balance page will show the following product details for cards that are replaced/transferred under Products on Card (note, currently RFI 725 states that the Transfer functionality will not be available for cards with products):-

- (a) Status = N/A
- (b) Valid To – Transferred
- (c) Multi-ride display will be handled during development given the space constraints on the row

1.23 The Card Balance page will show the following for product details for cards that are blocked (but not replaced/transferred, other fields will not be updated):-

- (a) Status = N/A

- (b) Multi-ride display will be handled during development given the space constraints on the row

1.24 The Card Balance page will be updated to show the following for Business Accounts products (including Passport products and the Commercial Account product) that are not permitted for use (i.e. for a Passport product on a card but cannot be used by the whitelist, as what happens if the Agreement is renewed without Passport as an option, or if the Business Account is terminated or suspended, or if the group that the card belongs to is suspended):-

- (a) Status = Inactive
(b) Valid To - Unavailable

Documentation Updates

The Contractor will update system documentation which has been identified as:

- (a) SEA-01438 ORCA Cardholder Website Functional Specification
(b) SEA-01654 ORCA Institutional Program Website Functional Specification

Section 2.0 Schedule

2.1 The Work described in Section 1.0 will be completed by December 31, 2016.

NOW, THEREFORE, in consideration of the mutual covenants contained herein, the sufficiency of which is hereby acknowledged, the Parties hereby agree to amend the Contract as follows:

Section 3.0 Compensation Changes

Section VI (Implementation) of Exhibit 9, Price Schedule, is hereby amended to read as follows:

VI. IMPLEMENTATION

SPECIAL PROGRAMS

LUMP SUM COST

Amendment No. 384

The Contractor will perform all necessary work to design, develop, test and implement multiple updates to the BAW and CHW.	
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TOTAL	\$88,966
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Section 4.0 Other Terms and Conditions

All other provisions of the Contract not referenced in this Amendment Three Hundred and Eighty Four shall remain in effect.

IN WITNESS WHEREOF, authorized representative of the Agencies and the Contractor have signed their names in the spaces provided below.

Vix Technology (USA) Inc.

By: [Signature]
Its: General Manager
Date: 8/26/16

The Agencies

By: [Signature]
Their: ORCA Operations Manager
On behalf of the Agencies
Date: 8/30/16